

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### **Precision Pace Industries, Inc.**

#### **Arkansas Manufacturing Solutions**

### **Precision Industries Utilizes Problem Solving Skills and Root Cause Analysis to Improve Project Team Performance**

#### **Client Profile:**

Precision Industries is a manufacturer of aluminum die cast parts and currently employs approximately 250 people at their facility in Malvern, Arkansas.

#### **Situation:**

Precision Pace Industries, Inc., sought ways to improve employee involvement in the problem solving process, a key component of the continual improvement process. The focus of the continual improvement process is to cut/control costs while improving quality and service. The challenges and opportunities for the future included increased employee participation on project teams, increased utilization of problem solving tools focused on root cause analysis, and maintaining QS 9000 certification. The company requested assistance from Arkansas Manufacturing Solutions (AMS), a NIST MEP network affiliate.

#### **Solution:**

AMS Project Manager, Sherry Smith, met with the management team at Precision Pace Industries to determine the best approach for this training. Subsequent to the meeting, a proposal was developed for customized problem solving training that would support the company's continuous improvement efforts. Twenty-two key employees attended the training that allowed participants to utilize problem solving tools on problems identified by the participants. The goal was for this hands-on training approach to learning would result in the increased application of problem solving tools within the organization.

#### **Results:**

- \* Completed 4 team projects with impact of over \$100,000.
- \* Educated work force in regards to problem solving and root cause analysis.
- \* Successfully passed QS 9000 surveillance audit, with no deficiencies.

#### **Testimonial:**

"Through the training of key employees, we now have a better educated work force in regards to the fundamentals of a problem solving and root cause analysis. Our employees are better equipped to participate in the solution of problems and positively impact their department and the organization. I would like to thank Arkansas Manufacturing Solutions for their efforts. It was a pleasure to work with you, and I hope to continue our relationship in the future."

Angie Ross, Quality Manager

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field